

SafeClear MOTORIST BILL OF RIGHTS

If your vehicle is wrecked or stalled, a SafeClear wrecker will remove it from the freeway and help you get back on the road. As the owner/operator of the vehicle your rights are protected as follows:

1. **TO OBTAIN A FREE TOW**, your vehicle must be on the shoulder when the SafeClear wrecker arrives and must meet one of the following criteria: Out of gas; flat tire; or mechanical failure.

Such vehicles will be towed to a safe location within one mile from the nearest exit. From 10 p.m. to 6 a.m., if a safe place is not available, your vehicle will be towed to the nearest licensed storage facility that is lighted, manned 24 hours, and provides you phone and other access. There will be no storage charge for the first 24 hours. If you have a flat tire, the SafeClear driver will change it for free, if possible. If you believe you are out of gas, the SafeClear driver will either provide you with gas or will tow you to a gas station for free.

You must provide a phone number so that Police Department personnel can contact you in order to verify that you were treated courteously and not charged for the tow.

2. **IF YOUR CAR IS STALLED IN A MOVING LANE** and is ordered removed by a law enforcement officer, it will be towed for \$138 by a SafeClear wrecker.

3. **IF YOUR CAR IS IN AN ACCIDENT**, is disabled, and is ordered removed by a law enforcement officer, it will be towed for \$138 by a SafeClear wrecker.

Caution: Do not sign any “Authorization to Repair” at the scene of an accident.

4. **CALLING YOUR OWN TOW TRUCK:** In any case, you may call a state-licensed wrecker of your choice, but the wrecker must arrive before a law enforcement officer directs that the vehicle must be cleared to ensure the public safety.

5. **NONCONSENT TOWS:** If the vehicle owner/operator is unwilling or unable to designate a tow operator or if the vehicle is towed pursuant to a law enforcement investigation, the vehicle will be towed for \$138.

6. **PAYMENT OPTIONS:** Cash, check, major credit card (Visa-MC-Amex-Discover), or a franchise automobile dealer purchase order. If you are unable to make payment, your vehicle will be towed to an approved vehicle storage facility and daily storage fees will be charged as allowed by state law and City Ordinance.

7. **If for any reason you are unsatisfied or uncomfortable with any part of this process (i.e., charges, location, etc.), a law enforcement officer will come to the location to address any concerns. For immediate assistance, call 713-884-3131. For a true emergency, call 911.**

Complaints May Be Forwarded To:

Houston Police Department

Auto Dealers Detail

713-308-2568

autodealers@cityofhouston.net